AT&T

Michael F. Del Casino
Regulatory Division Manager

Suite 1000
1120 20th Street, N.W.
Washington, DC 20036
202 457-2023
FAX 202 457-2165

May 17, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street NW, Suite 480
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Commissions Rules, AT&T hereby files its
Final Service Disruption Report for an AT&T network outage.

1. DATE / INCIDENT LOCATION TIME:

April 17, 2000 12:30 PM PDT

2. GEOGRAPHICAL AREA AFFECTED:

Benbolt, CA

3. CUSTOMERS AFFECTED (APPROXIMATELY):

32,131 (based on blocked calls)

4. TYPES OF SERVICES AFFECTED:

Toll Access and Toll Completing

5. DURATION OF OUTAGE:

3 Hours and 26 Minutes

6. BLOCKED CALLS:

96,392

7A. CAUSE OF INCIDENT:

This incident was caused by an accumulation of rainwater in the waveguide equipment serving AT&T's Digital Radio system. Several days prior to this incident, Pacific Bell was performing a work activity, and erroneously removed dehydrator equipment that provided continuous dry air pressure to both Pacific Bell and AT&T equipment. Without constant air pressure on the waveguide, rainwater from a storm on April 17th entered the antenna, accumulated in the waveguide and blocked the radio signal, thereby failing service.

7B. EQUIPMENT NAME / TYPE:

Radio Equipment

7C. PART OF NETWORK:

Reno, NV – South Tahoe, CA

8. RESTORATION METHODS:

The On-Site Work Force technician drained the water from the waveguide and service was restored. The technician re-installed the dehydrator equipment to provide the necessary dry air pressure to the waveguide.

9. STEPS TO PREVENT REOCCURRENCE:

Since AT&T and Pacific Bell are tenants in the building owned and operated by American Tower Corporation (ATC), AT&T no longer controls the keys, access or security for this site. The master lease agreement with ATC does not require prior notification for maintenance work associated with other tenants. Therefore, a local agreement has been negotiated between Pacific Bell and AT&T to notify each other whenever work is to be performed at Ben Bolt, CA that could have a potential impact on equipment and services.

10. APPLICABLE BEST PRACTICES:

AT&T has reviewed the seven network reliability areas deemed highest priority in Network Reliability: A Report to the Nation, June 1993. Although there were no specific Best Practices referenced that were applicable to the root cause of this incident, AT&T continues to partner with leased suppliers in efforts to reduce potential service disruptions as mentioned above.

Sincerely,

This form should be sent for the following timeframes:

B/C   90,000 – 149,999   3 days
B/C   150,000 & greater 120 minutes

00 -54

AT&T
Initial Service Disruption Report

FAX TO: FCC WATCH OFFICE, WASHINGTON, DC

ALTERNATE FCC WATCH OFFICER

202-632-6975 Voice
202-418-2812 FAX

202-418-2813 FAX

1.	Date/Time of Incident	4-17-2000 at 1230 MST
2.	Geographic area affected	Reno, NV – South Tahoe, CA
3.	Customers affected (est)	32,131
4.	Types of service affected	Toll Connect
5.	Duration of outage	3hrs 35 min
6.	Blocked calls (est)	96,392
7a	Cause of inicident	Water in waveguide
7b	Equipment name/types	Radio equipment
7c	Part of network affected	Ben Bolt, CA
8.	Restoration methods used	N/A
9.	Steps to prevent recurrences	N/A

AT&T contact person: **Mike DelCasino**
Telephone number: **202-457-2023**
Date/Time of report: